Annual Report 1982

Funeral Services Review Board

Ministry of Health
Ontario

Ontario

Funeral
Services
Review
Board

416/965-7265

Room 250-1175
Hepburn Block
Queen's Park
Toronto, Ontario

June 7, 1983

The Honourable Larry Grossman

Minister of Health

Sir:

I have the honour to submit for your approval the Annual Report of the Funeral Services Review Board, for 1982.

Yours sincerely,

Audrey McFarlane

Audrey McFarlane
Vice-Chairman

FUNERAL SERVICES REVIEW BOARD

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FUNERAL SERVICES REVIEW BOARD

MEMBERS - 1982

Stuart E. Rosenberg, Chairman (resigned November, 1982)	Toronto
Audrey McFarlane, Vice-Chairman	Kingston
Earl Armstrong	Manotick
James D. Tiller	Willowdale
Douglas Whitley (resigned November, 1982)	Trenton

The Funeral Services Review Board is established by the Funeral Services Act and is an independent appeal body consisting of lay people who are not in the public service of the Province and who are not, and never have been, members of a health discipline or licensed or registered under the Funeral Services Act. The main role of the Review Board is to ensure the protection of the public interest.

The Review Board reviews decisions of the Complaints Committee of the Board of Funeral Services when either the complainant or the member complained against is not satisfied with the decision. It also hears or reviews proposed decisions of the Registration Committee of the Board of Funeral Services in cases where the Registration Committee refuses to grant registration, or proposes to attach terms, conditions or limitations to a registration.

The Review Board conducted one complaint review during 1982.

The Review Board was not called on to review or hear any registration matters during 1982.

A matter that has been of concern to the Review Board for some time is the apparent confusion in the minds of the public about the distinction between the Board of Funeral Services and the Funeral Services Review Board.

There is no doubt that the legislation, by naming both the Board of Funeral Services and the Funeral Services Review Board contributes to certain confusion in the minds of the public. It may be difficult for a lay person to understand that the "Board" and the "Review Board" are two separate bodies with separate responsibilities under the legislation. The Review Board believes that the Board of Funeral Services could assist the public by making it clear in the correspondence accompanying a decision of the Complaints Committee, or a proposal of the Registration Committee, that the Funeral Services Review Board is in no way connected with the Board of Funeral Services. The Board of Funeral Services could, in its information booklet, "Consumer Information About Funerals", indicate that if a member of the public is dissatisfied with the disposition of a complaint by the Board of Funeral Services that person is entitled to request a review by a separate body, the Funeral Services Review Board.